

2014 Michigan Trial Court Public Satisfaction Survey Requirements

- Each court shall distribute the required survey for a minimum of five full business days between August 1, 2014, and November 23, 2014. Any court may distribute the survey longer than five days.
- Each court shall obtain a representative sample of different court users (parties, attorneys, family/friends of parties, jurors, etc.).
- Each court shall obtain a representative sample of the types of cases heard by the court (civil, criminal, domestic relations, traffic, etc.).
- Surveys shall be offered to as many court users as possible.
- Surveys shall be offered to courts users at each location where the court conducts business with the public, such as the Friend of the Court Office.
- By December 1, 2014, the court shall mail to SCAO Trial Court Services all surveys, a blank copy of the survey, and the survey certification signed by the chief judge.

Variance

If your court is able to obtain a representative sample of different court users and types of cases in less than five full business days, please contact your Regional Administrator to request a variance from the requirements.

Obtaining the Survey

Once the court has selected survey days, the court should contact Trial Court Services by phone at 517-373-4835 or by e-mail at publicsatisfaction@courts.mi.gov, to obtain a customized, electronic version of the survey, along with specific printing instructions. **Do not reuse last year's survey; questions have changed.**

Questions/Concerns

If you have questions or concerns about how to administer the customer satisfaction survey, please contact:

Laura Hutzell
Statistical Research Director
hutzell@courts.mi.gov
517-373-5569

Jennifer Warner
Trial Court Services Director
warnerj@courts.mi.gov
517-373-7454